



**MassHire Hampden County Workforce Board, Inc.
Youth Memorandum of Understanding (MOU)**

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the **MassHire Hampden County Workforce Board, Inc. (MHHCWB), as the designated Workforce Development Board for Hampden County**, the One-Stop Career Center (OSCC) operators and their youth-oriented programs, the region's WIOA Title I Youth service providers, YouthWorks providers, DESE School-to-Career Connecting Activities (STC-CA) funded partners, the Westover Job Corps Center, the Massachusetts Rehabilitation Commission/Massachusetts Commission for the Blind (MRC/MCB) WIOA 15% funded youth program/activities and the Department of Transitional Assistance (DTA) funded youth program/activities as they relate to the operation of youth services and programs in Hampden County.

This MOU **augments the WIOA Core Partner Umbrella MOU** that defines the roles and responsibilities of the OSCC Required Partners to operationalize the delivery of services necessary to produce the best possible outcomes for shared WIOA Core Partner customers, which includes youth. This MOU is designed to specifically align and coordinate the delivery of WIOA and other services to youth aged 14-24 with the other MHHCWB youth-funded programs.

The MOU may include other provisions agreed to by all parties that are consistent with all Partner programs, services and activities, authorizing statutes and regulations.

II. DURATION OF THE MOU

This agreement shall commence on July 1, 2020 and shall terminate on June 30, 2022, unless otherwise terminated by agreement of all parties or superseded.

III. ASSURANCES

The parties agree to conduct the following activities at a local level:

1. Enter into a local MOU with the MHHCWB relating to the operation of the youth delivery system.
2. Participate in the operation of the youth delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal and State laws authorizing the youth programs and activities.
3. The MOU will be reviewed and updated as needed, but not less than once every 2-year WIOA youth procurement period, to ensure appropriate funding and delivery of services.

IV. MEMORANDUM OF UNDERSTANDING CONTENT

1. The MHCWB convened and facilitated a representative group of youth providers to develop this MOU in 2017 and to come to an agreed upon career pathway model/youth service path for youth being served its programs. A sub-group worked on the career pathway model, led by the Westover Job Corps Center representative, which was then reviewed by the larger group. The MOU and accompanying documents were reviewed and approved by the MHCWB Youth Council.

2. The following are the priority youth segments of the population identified by the MOU Partners:
 - a. low-income in-school and out-of-school youth meeting WIOA and YouthWorks eligibility,
 - b. high-school drop-outs,
 - c. high school students meeting DESE STC targeted services,
 - d. youth with disabilities;
 - e. re-entry populations;
 - f. young parents; and
 - g. other youth with barriers to employment.


The MHCWB and Youth Partners understand that while there is a priority on youth who have barriers to employment, we recognize the context of our regional labor market (e.g., the expectations of area employers). We also acknowledge a need to fill the local businesses' workforce needs with qualified applicants and as such will strive to develop youths' work readiness and essential skills so that they are prepared for the workplace.

3. The MOU Partners intend to collaborate to provide a holistic continuum of services to youth in Hampden County based on a youth-centered design / career pathway model as seen in Attachment A ("Hampden County Workforce Region Career Pathway Model"), as adapted from CLASP's Alliance for Quality Career Pathways Initiative's Model. We envision the following:
 - a) Various types of supports and services will be made available to youth through the MOU partners that promote the education, training and career advancement of youth receiving services.
 - b) Community resources and social supports will be engaged by MOU partners to ensure youth do not fall through the cracks between critical transition points in their pathway.
 - c) That through #4 as described below, there will be an ability to refer youth between the partners for appropriate services and activities. The individual partner will outline the service strategies they are providing and share any "individual service strategy plans" with the other partner(s).

4. In addition to the coordination and referral mechanisms between the OSCC Operators and WIOA Core Partners in the Umbrella MOU (which includes the Westover Job Corps Center and MRC/MCB); the OSCCs also will refer appropriate center customers aged 14-24 to the WIOA Youth service providers, with particular emphasis on out-of-school youth providers, YouthWorks Jobs programs (for the cities that have a program), STC-CA lead coordinators, DTA funded Young Parent Programs, and to the MRC/MCB WIOA 15% funded youth programs. Examples of when such referrals are appropriate include, but are not limited to, when a youth drops out of one of the programs or needs services as provided by another program. Program Contact lists will be on the MHHCWB website maintained at: <http://www.MassHireHCWB.org/youth-development-14-24-year-olds/>. Conversely, Youth programs will refer to the OSCCs those youth who can benefit from their services and assist in obtaining employment, participating in their workshops, etc. For WIOA youth, these activities will be captured in the MOSES database as well as documented in the youth's individual service strategy plan. For STC-CA youth, the DESE Connecting Activities/Work-based Learning Plan platform will capture such career exploration activities that may be delivered at an OSCC.
5. The MOU Partners intend to share various tools utilized in the provision of services to youth, e.g., MA Work-based Learning Plan, assessment tools, career exploration tools, work readiness training, mentoring supports, and other tools as agreed upon by the parties, amongst each other via Youth Council presentations, email distribution, and other means.
6. The MOU Partners will engage with business partners and industry groups in varying ways to provide career exposure, exploration and immersion (e.g., work experiences, internships, etc.) activities. While the intent is to provide such experiences in areas aligned with regional labor market needs and "future ready workforce" demands, for many youth it is understood that any work-based exposure will be helpful in building work readiness skills, especially in the area of developing 21st Century "essential/soft/employability" skills. The MHHCWB and Career Centers will partner with youth program providers, within a business partner/employer engagement framework to be developed over time as part of demand-driven strategies envisioned under WIOA.
7. The MHHCWB will facilitate mechanisms to ensure that the tracking and reporting of youth enrollment and outcomes across various databases/programs, where appropriate and allowable, occurs to the maximum extent possible.
8. Other provisions, as agreed to by all parties and that are consistent with all programs' services and activities, authorizing statutes and regulations, may be added to this agreement over time.

V. SIGNATORIES

By signing this agreement, all parties agree to the provisions contained herein are subject to all applicable, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to youth customers. By signatures affixed below, the parties specify their agreement:



MassHire Hampden County Workforce Board, Inc.
David M. Cruise

David Gadaire

Hampden County Career Center, Inc.
dba MassHire Holyoke Career Center
David Gadaire

Kevin Lynn

FutureWorks, Inc. dba MassHire Springfield
Career Center, Kevin Lynn

Jorge Messmer

MA Rehabilitation Commission
Jorge Messmer, MRC MHHCWB Member



Westover Job Corps Center
Cleveland Burton, Youth Council Chair

WIOA Title I Youth Provider Points of Contact:

Peter Blain

Baystate Springfield Educational Partnership
BMC, Peter Blain

Antonio Quinones Albino

Holyoke Public Schools
Antonio Quinones Albino

Waleska Estrada

New England Farm Workers Council, Inc.
Waleska Estrada

Virgilio Gonzales

New North Citizens Council, Inc.
Virgilio Gonzales

Maggie Nugent

Pathfinder Vocational Technical HS
Maggie Nugent

Joan Kagan

Square One
Joan Kagan

Judith Kocik

Valley Opportunity Council, Inc.
Judith Kocik

Elizabeth G. Dineen

YWCA of Western MA, Inc.
Elizabeth G. Dineen

YouthWorks Points of Contact:

Gladys Lebron-Martinez

Hampden County Career Center, Inc.
DBA, MassHire Holyoke Career Center
Gladys Lebron-Martinez

Waleska Estrada

New England Farm Workers
Council, Inc.
Waleska Estrada

Kristen Wing

Valley Opportunity Council, Inc.
Kristen Wing

Shannon Barry

Westfield Public Schools
Shannon Barry

School-to-Career Connecting Activities Points of Contact:

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Chicopee Public Schools
Kara Blanchard

Antonio Quinones Albino

Holyoke Public Schools
Antonio Quinones Albino

Amy Scribner

River East School-to-Career, Inc.
Amy Scribner

Mike Chechette

River West Schools, MHHCWB, Inc.
Mike Chechette

Haydee Lamberty-Rodriguez

Springfield Public Schools
Haydee Lamberty-Rodriguez

DTA Funded Young Parents Program Points of Contact:

Waleska Estrada

Corporation for Public Management, Inc.
Waleska Estrada

Anne Teschner

The Care Center, Inc.
Anne Teschner

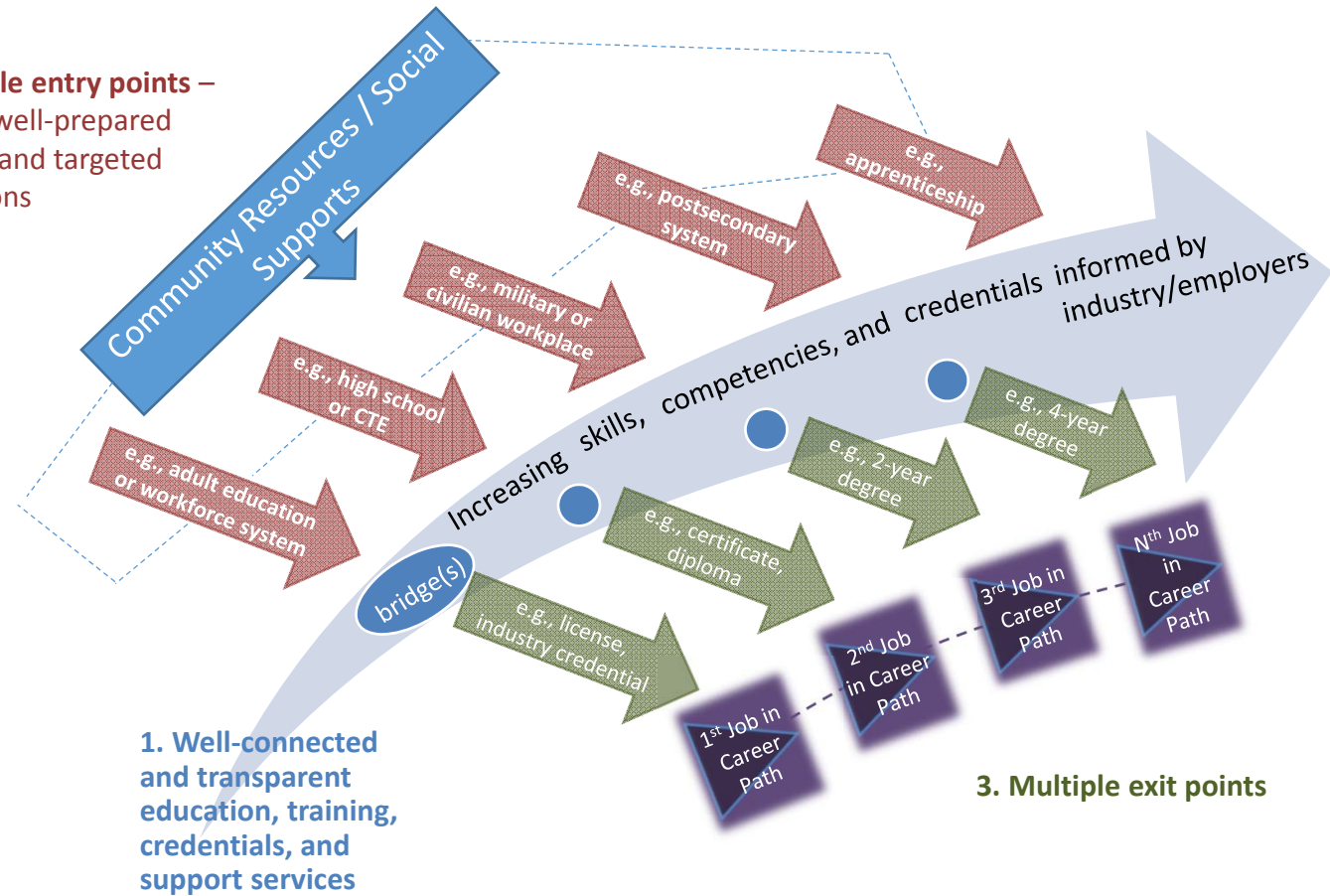
Jessica Derouin

Training Resources of America, Inc.
Jessica Derouin

Attachment A: Hampden County Workforce Region Youth Career Pathway Model*



2. Multiple entry points –
for both well-prepared
students and targeted
populations



* As adapted from CLASP's Alliance for Quality Career Pathways Initiative's Model